

# Training Opportunities

The Department of Transportation Center for Alternative Dispute Resolution, in partnership with the Department of Health and Human Services Office of Dispute Resolution Specialist, offers a variety of courses. For a detailed description of the courses, visit our website at

<http://www.dot.gov/ost/ogc/CADR>

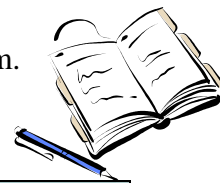
The following courses are currently scheduled:

## **Conflict Management Workshop for DOT Executives and Key Management Officials**

- The first class in a series of conflict management workshops designed to provide DOT Senior Executives and other management officials with an overview of mediation theory and process.
- Wednesday, July 26, 2006; 9:30a.m. – 12:00p.m.
- To register, contact Diane Watkins at [diane.watkins@dot.gov](mailto:diane.watkins@dot.gov)

## **Conflict Management Skills for Managers**

- This two-day course focuses on managing workplace conflict and provides managers with approaches for transforming difficult circumstances into satisfying, mutually beneficial experiences using lectures, videos, simulations and participatory role play exercises.
- Tuesday – Wednesday, September 19-20, 2006; 8:30a.m. to 4:00p.m.
- To register, email [CADR@dot.gov](mailto:CADR@dot.gov) or call 202-385-CADR (2237)



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## **Basic Mediation Skills will be offered at no charge on "October 10-12, 2006" in Washington, DC.**

The Basic Mediation Skills course provides participants with a practical understanding of mediation by placing them in the mediator's chair. From this vantage point, participants can gain invaluable insight into what makes the process work and how it can best be used. The course will cover the "nuts-and-bolts" of the mediation process including fundamentals of communication (particularly active listening) and negotiation. Participants will also learn how to find creative ways to resolve conflict by identifying and shaping resolutions around underlying interests.

The course uses a variety of learning vehicles including lecture, simulations and participatory role play exercises. Lectures are followed by opportunities to apply new concepts and skills to concrete real world solutions. Performance is then critiqued by experienced neutrals, providing invaluable insights and opportunities to enhance skills.

The Department's human capital plan lists conflict management as a first-level competency for all supervisors, managers, and executives. In addition to conflict management, this course emphasizes leadership competencies in creativity/innovation, flexibility, influencing/negotiating, interpersonal skills, oral communication, and problem solving.

To register for this course, please send an email to [CADR@dot.gov](mailto:CADR@dot.gov) by COB "[Tuesday, October 3rd](#)".